

Steps to Resolving Conflict

1. Control your emotions.
2. Try to understand the other side.
3. Apologize for any offense you have given.
4. Find out what each person needs.
5. Brainstorm solutions that would meet both your needs.
6. Pick a solution you both can agree on.
7. Make a plan to do it.

8. When you can't reach a solution.
 - Not all arguments can be resolved.
 - If you've treated each other with respect, you can agree to disagree - that is, have different points of view.
 - Beware of having the same argument again and again, hoping for a different ending. It's okay for people to have different opinions.

